

**Response To Notice To File Missing Parts Of Application  
Filing Date Granted (PTO-1533)(Small Entity)**

Docket No.  
**01-172**

In Re Application Of: **KANNAN SRINIVASAN and MICHAEL I. SHAMOS**

JUL 13 2001

Serial No  
**09/804,728**

Filing Date  
**March 13, 2001**

Examiner  
**unknown**

Group Art Unit  
**unknown**

Invention: **METHOD AND APPARATUS FOR INTERNET CUSTOMER RETENTION**

**TO THE ASSISTANT COMMISSIONER FOR PATENTS:**

**Box Missing Parts**

This is a response to the Notice to File Missing Parts of Application - Filing Date Granted (PTO-1533) mailed on  
**May 14, 2001**  
Date

Enclosed herewith for filing are the following:

- ☒ A copy of the Notice to File Missing Parts of Application - Filing Date Granted (PTO-1533). **(REQUIRED)**
- ☒ An oath or declaration in compliance with 37 CFR 1.63, including residence information and identifying the application by the above Application Number and Filing Date.
- ☒ A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date.
- ☐ An oath or declaration in compliance with 37 CFR 1.63 listing the names of all inventors and signed by the omitted inventor(s), identifying this application by the above Application Number and Filing Date.
- ☐ A verified English translation of the non-English language application papers as originally filed. It is requested that this translation be used as the copy for examination purposes in the United States Patent and Trademark Office.
- ☒ yes verified small entity declaration(s)
  - ☐ is/are attached.
  - ☒ was/were filed on March 13, 2001
- ☐ A separate request for refund.
- ☒ Other (list):

**4 sheets formal drawings**

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Invention: **METHOD AND APPARATUS FOR INTERNET CUSTOMER RETENTION**

**TO THE ASSISTANT COMMISSIONER FOR PATENTS:**

**Attention: Manager, Application Branch**

☒ Completion of application fees as calculated below:

☐ Utility application filing fee

☐ Design application filing fee

☐ Total number of independent claims =

☐ Total number of claims =

☐ Multiple dependent claims

☒ Surcharge for late payment of filing fee and/or late filing of original declaration or oath **\$65.00**

☐ Petition and fee for filing by other than all the inventors or a person not the inventor

☐ Fee for processing an application filed with a non-English language specification

☐ Fee for processing and retention of application

Total completion of application fees **\$65.00**

This is a request under the provisions of 37 CFR 1.136(a) to extend the period for filing a response to the above-identified Notice to File Missing Parts of Application. The requested extension is as follows (check time period desired). If an additional time extension is required, please consider this a petition therefor.

☐ One month ☐ Two months ☐ Three months ☐ Four months ☐ Five months

from: \_\_\_\_\_ until: \_\_\_\_\_  
Date Date

Total time extension fees

Total fees due **\$65.00**

3

**Response To Notice To File Missing Parts Of Application  
Filing Date Granted (PTO-1533) (Small Entity)**

**Docket No.  
01-172**

In Re Application Of: **KANNAN SRINIVASAN and MICHAEL I. SHAMOS**

**Serial No.  
09/804,728**

**Filing Date  
March 13, 2001**

**Examiner  
unknown**

**Group Art Unit  
unknown**

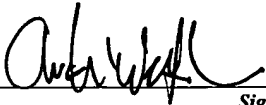
**Invention: METHOD AND APPARATUS FOR INTERNET CUSTOMER RETENTION**

**TO THE ASSISTANT COMMISSIONER FOR PATENTS:**

**Attention: Manager, Application Branch**

The fee of **\$65.00** is to be paid as follows:

- ☒ A check in the amount of the fee is enclosed.
- ☒ The Commissioner is hereby authorized to charge any fees which may be required, or credit any overpayment, to Deposit Account No. **03-2026**  
A duplicate copy of this sheet is enclosed.
- ☒ If an additional extension of time is required, please consider this a petition therefor and charge any additional fees which may be required to Deposit Account No. **03-2026**  
A duplicate copy of this sheet is enclosed.



*Signature*

**Dated: July 13, 2001**

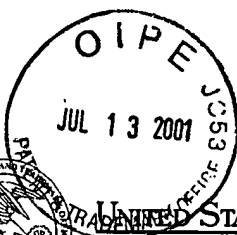
**Christine L. Wettach  
Reg. No. 41,373  
Cohen & Grigsby, P.C.  
11 Stanwix Street  
15th Floor  
Pittsburgh, PA 15222  
(412) 297-4900**

I certify that this document and fee is being deposited on \_\_\_\_\_ with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and is addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.

*Signature of Person Mailing Correspondence*

*Typed or Printed Name of Person Mailing Correspondence*

CC:



UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/804,728	03/13/2001	Kannan Srinivasan	053931-5005

CONFIRMATION NO. 2029

009629  
MORGAN, LEWIS & BOCKIUS  
1800 M STREET NW  
WASHINGTON, DC 20036-5869

## FORMALITIES LETTER



\*OC000000006072039\*

Date Mailed: 05/14/2001

## NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

*Filing Date Granted*

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given **TWO MONTHS** from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is missing.  
*A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date, is required.*
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$65 for a small entity in compliance with 37 CFR 1.27, must be submitted with the missing items identified in this letter.
- The balance due by applicant is \$ 65.

The application is informal since it does not comply with the regulations for the reason(s) indicated below.

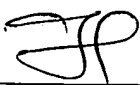
The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
  - drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. ( 5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);

*A copy of this notice **MUST** be returned with the reply.*

07/18/2001 KZENDIE 00000085 09804728 65.00 OP  
01 FC:205

00000085 09804728 65.00 OP

  
Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

09804728-074980



Docket No.01-172

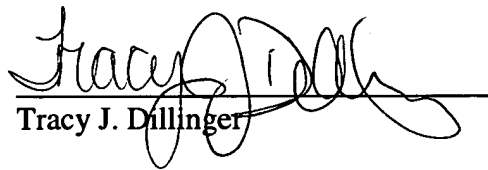
**CERTIFICATE OF MAILING BY US EXPRESS MAIL**

I hereby certify that the documents listed below are being deposited on the date indicated below, with the U.S. Post Office as Express Mail Post Office to Addressee Service in an envelope addressed to:

**COMMISSIONER OF PATENTS AND TRADEMARKS  
BOX MISSING PARTS  
Washington, D.C. 20231-0001**

1 Response (in dupl)  
1 Decl/Pwer  
1 copy of Notice of Missing Parts  
4 Sheets drawings  
1 Return Receipt Card

**EXPRESS MAIL LABEL NO. EL916596568US**

  
Tracy J. Dillinger

July 13, 2001  
Date of Deposit

**EL916596568US**